



PATENT

**IN THE UNITED STATES PATENT AND TRADEMARK OFFICE**  
**(Attorney Docket No. 12658SSUS01U)**

In the Application of:  
Marcus O'Sullivan, Michael Frawley

Serial No.: 09/748,069

Filed: December 22, 2000

For: A NETWORK SPANNING  
HETEROGENEOUS CALL CENTER  
AND METHOD OF OPERATION

§ Group Art Unit: 2665  
§ Examiner: Ryman, Daniel J.  
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**CERTIFICATE OF MAILING UNDER RULE 8**

I hereby certify that this correspondence is being deposited in the United States Mail under 37 C.F.R. § 1.8 with sufficient First Class Postage and is addressed to: Mail Stop Amendment, Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450, on February 24, 2006.

By: 

Barbara A. Adkins

**RESPONSE TO FOURTH OFFICE ACTION**

Mail Stop Amendment  
Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

Dear Sir:

Responsive to the Official Action having a mailed date of October 24, 2005, Applicant hereby makes the following arguments and remarks. Accompanying this Response is a Petition for a one-month extension of time to extend the period of response to February 24, 2006. As such, reconsideration of the action and allowance of the present application are respectfully requested and are believed to be appropriate in view of the following:

**Amendment to the Specification** begins on page 2 of this paper.

**Amendment to the Claims** begins on page 3 of this paper.

**Amendment to the Drawings** – N/A

**Remarks** begin on page 2 of this paper.